

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,315,616 B2  
APPLICATION NO. : 09/823770  
DATED : January 1, 2008  
INVENTOR(S) : Annadata et al.

Page 1 of 2

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On the face page, in field (56), under "Other Publications", in column 2, line 1, delete "Architecturer" and insert -- Architecture --, therefor.

On page 2, under "U.S. Patent Documents", in column 1, line 24, delete "379/242 Pendlebury et al." and insert -- 02/2004 Bauer et al.--, therefor.

On page 2, under "U.S. Patent Documents", in column 2, line 5, delete "Stent et al." and insert -- Strandberg et al. --, therefor.

On page 2, under "U.S. Patent Documents", in column 2, line 7, delete "Turovski et al." and insert -- Miloslavsky et al. --, therefor.

On sheet 21 of 41, in Fig. 2q, line 2, delete "parameterand" and insert -- parameter and --, therefor.

On sheet 30 of 41, in Fig. 4C, line 7, delete "wheter" and insert -- whether --, therefor.

On sheet 33 of 41, in Fig. 4H, line 3, delete "varchar" and insert -- Varchar --, therefor.

On sheet 38 of 41, in Fig. 4P, line 3, delete "USERID" and insert -- USER\_ID --, therefor.

In column 2, line 18, after "busy percent" insert -- , --.

In column 13, line 2, delete "a" and insert -- an --, therefor.

In column 15, line 55, delete "1-800-1234567" and insert -- 1-800-123-4567 --, therefor.

In column 16, line 50, delete "104c" and insert -- 104C --, therefor.

In column 28, lines 8-9, delete "NlongestWaitTiem," and insert -- NlongestWaitTime, --, therefor.

In column 30, line 1, above "Referring to FIGS." insert -- UQ Configuration --.

In column 36, line 56, delete "Exemplary" and insert -- Exemplary --, therefor.

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In column 41, line 35, in Claim 17, after "one of" insert -- : --.

In column 41, line 45, in Claim 18, delete "aux work" and insert -- aux\_work --,  
therefor.

Signed and Sealed this

Second Day of September, 2008

A handwritten signature in black ink, appearing to read "Jon W. Dudas". The signature is stylized with a large, looped initial "J" and a cursive "Dudas".

JON W. DUDAS  
*Director of the United States Patent and Trademark Office*